

# FAREHAM

BOROUGH COUNCIL

## Report to Streetscene Policy Development and Review Panel

**Date**            14 July 2016

**Report of:**     Director of Operations

**Subject:**        ANNUAL REPORT ON STREET CLEANSING SERVICE

### SUMMARY

The purpose of this report is to provide a summary of the Council's Street Cleansing service.

### RECOMMENDATION

That the Panel notes the content of this report.

## **INTRODUCTION**

1. Local authorities have a statutory duty under the Environmental Protection Act (EPA) 1990 to ensure public spaces and highways are kept free from litter and refuse as far as reasonably practicable and as detailed in the Code of Practice on Litter & Refuse (Nov 2006).
2. To comply with the legislation the Council provides a service that is responsible for the following operations:
  - Cleaning of all streets, footways and open spaces that are in public ownership.
  - Graffiti removal
  - Removal of Fly-tipping from public land
  - Emptying of litter & dog waste bins.
  - Collection of dead animals (domestic and wild) from public land.
  - A chargeable service to collect bulky domestic waste.

## **FINANCIAL INFORMATION**

3. The Street Cleansing service operates on an annual revenue budget of £918,200. A small income of £2,600 is generated from minor works contracts to litter pick and empty bins on Hampshire County Council land.
4. The domestic bulky waste service provided a further income for the Council of £27,000 (£21,000 in 2014/15).

## **STREET CLEANSING**

5. All of the Borough's adopted roads and footpaths are cleaned following a schedule which is set to reflect the amount of use an area receives. The frequency varies from daily, 7 days a week in the busy Town Centre to approximately every 6-8 weeks for suburban footpaths. The vast majority of the Borough's roads are swept every 3 - 4 weeks by the Council's small fleet of mechanical sweepers. The primary routes through the Borough are mechanically swept on a weekly schedule.

## **LITTER BINS**

6. There are 604 litter and dog waste bins located throughout the Borough. Bins are emptied on frequencies that vary from 3 times per day in the busy Town Centre through to once a week for the less well used facilities located in suburban streets and greenways.
7. The Council receive a number of requests for new litter bin installations. A total of 44 requests were received in 2015/16 compared with 48 in 2014/15 and 52 in 2013/14.
8. The 6 area operatives working within the Street Cleansing team monitor bin usage and patrol the known litter and dog fouling hotspots. It is from their knowledge and familiarity of the local area, combined with the departmental records held of complaints and enquiries that inform the service if it is adequately resourced in terms of the

number of bins in use and the number of operatives employed to empty and dispose of the contents. This balance helps to ensure the Council can continue to provide a service that is flexible, affordable and offers value for money to our customers.

9. Individual requests for a new litter bin will be given careful consideration. An assessment is made of how far away the nearest litter bins are to any proposal, whether it is close to a school route, a bus stop, a popular thoroughfare or close to a seating area and if there is a history of complaints for the area. It is also necessary to consider who owns the land, if an installation would upset a nearby resident, interfere with underground services or restrict a footway. Finally, the site is monitored for a six week period to see if the reported problem is an on-going issue. The above assessment criteria help the Council to maintain the optimum number of litter bins in operation and keep the service costs to an acceptable level.
10. Of the 44 requests received in the last financial year 3 (6 in 2014/15) have been approved and a new bin has been installed at an appropriate location. The figure for new installations is low due to one or more of the following reasons noted during the monitoring period
  - During the six week monitoring period minimal litter was observed at the location.
  - The problem was short lived and therefore not an on-going issue.
  - The situation was resolved by re-locating an existing nearby bin.
  - The situation could be resolved instead by occasional litter picking visits from the area operative.
  - There is not an appropriate space for the litter bin to be sited in the problem area.

### **FLY TIPPING**

11. In 2015/16 the service responded to 356 incidents (395 2014/15 & 404 2013/14). The year on year drop in the number of incidents is encouraging to note. The vast majority of small fly tips are identified and cleared by the area operatives as part of their day to day patrolling and therefore, before members of the public need to contact the Council.

### **GRAFFITI**

12. During the last financial year the service responded to 71 incidents of graffiti. The figure has increased over the previous year (33 incidents) as we now include graffiti found in play areas as part of the overall total.
13. The service aims to remove offensive graffiti on Council owned land within 5 working days and non-offensive graffiti within 30 working days of a report received by the Streetscene office.
14. The Council will also attempt to remove graffiti, free of charge, from private domestic property provided a signed and completed indemnity form is received from the resident. Graffiti located on Highway structures and subways is cleaned by Hampshire County Council's contractors and graffiti on motorway bridges is removed by contractors employed by the Highways Agency.

15. In the last financial year 60 of the 71 incidents or 83% were cleared within 5 days for offensive graffiti and 30 days for non-offensive graffiti. This compares with 28 out of 33 incidents cleared within the same time scale in 2014/15
16. 39 of those incidents of graffiti (55%) were cleared within 24 hours of discovery by an operative or following a report received at the Streetscene Office.
17. There are a number of reasons that delay the clearing of graffiti and the most common are land ownership enquiries and delays in the return of a signed indemnity form.

### **DEAD ANIMALS**

18. Small to medium domestic and wild animals are collected from public land as part of the Street Cleansing service. Domestic pets are scanned, wherever possible, for microchips to allow owners to be informed. Requests for removal of dead animals on public land are generally dealt with within 24 hours.

### **WASTE COLLECTION AND DISPOSAL**

19. The total tonnages collected for disposal of waste for the past four years are shown in the below table:

<b>Operation</b>	<b>2015/16</b>	<b>2014/15</b>	<b>2013/14</b>	<b>2012/13</b>
Fly-tipping, bulky waste, street litter & litter bin collections	779	786	884	782
Mechanical street sweeping	935	1,156	1,312	1,256
<b>Totals</b>	<b>1,714</b>	<b>1,942</b>	<b>2,196</b>	<b>2,038</b>

20. The majority of the waste is taken to the Warren Farm waste transfer station at Downend. Waste that is made up of entirely combustible material is sent to the Portsmouth energy recovery facility (ERF).

### **SERVICE OPERATION**

21. To maximise the working efficiency of the team, the service operates by dividing the Borough into the seven areas listed below:
  - Area 1 – Portchester
  - Area 2 – Fareham North
  - Area 3 – Fareham South
  - Area 4 – Stubbington & Hill Head
  - Area 5 – Locks Heath, Titchfield Common & Whiteley

- Area 6 – Warsash
- Area 7 – Fareham Town Centre

22. The areas 1 through to 6 include a dedicated operative (man and van) assigned to patrol an area. These operatives are tasked with collecting litter from the open spaces and main roadsides, emptying litter bins, patrolling shopping parades and removing small fly-tips and incidents of graffiti in their zone.
23. Area 7 is staffed by three members of the team. The team is equipped with both compact and pedestrian sweepers. One team member covers the busy weekend period.
24. Weekend operations across the Borough are covered by two members of the team. They empty the most frequently used litter bins and ensure the main parks and shopping parades are cleansed. A team of eight operatives are deployed every bank holiday to maintain the service standards throughout Fareham.
25. The Borough's adopted streets (397 km) are swept by a mechanical sweeper approximately every three to four weeks. Two large sweepers patrol the main roads of the Borough whilst three compact ride-in sweepers are each assigned two of the areas listed above. These compact sweepers are tasked with sweeping small cul-de-sacs, wide pedestrian areas and footpaths and shopping parades.
26. Two operatives patrol the streets of Fareham on foot using hand barrows. Each operative covers 50% of the Borough taking six to eight weeks to complete the work that includes the 528 kilometres of footpaths and pavements. The operatives are tasked with litter picking verges and footpaths in addition to clearing any build-up of detritus that is missed by the mechanical sweepers.
27. Two operatives provide the weekly domestic bulky waste collection service and install street furniture such as litter bins, park seats and bollards. The team also respond to large scale fly-tips and graffiti incidents in addition to undertaking small scale landscape works.
28. Two operatives make up the Area 8 team. This team responds to customer requests and assists with service resilience during the peak seasonal demands. This team functions across the Operations Service supporting both the Street Cleansing and Grounds Maintenance teams.
29. During the summer months a seasonal operative is employed to patrol the busy seafront areas from the Lee-on-the-Solent boundary through to Hill Head. The operative is tasked with litter picking the foreshore, seafront car parks and adjacent open spaces.
30. A final member of the team is utilised to provide necessary cover for holiday and other absences within the team in addition to providing extra cleansing duties to high usage areas and known litter hotspots.

## **SERVICE ACHIEVEMENTS**

31. The service continues to develop and strive for continuous improvement within the key areas of customer care and service standards.

- Fareham once again achieved a Gold award and Small City Category winner for the Borough's 2015 entry in the South and South East in Bloom competition.
- Over half of all the sightings and reports of graffiti in the Borough were cleared within 1 working day.
- 97.5% of the 356 fly-tips that occurred in the Borough were cleared within the 5 day target.

## **PROJECTS AND CHALLENGES**

32. Training needs continue to be identified and delivered to provide service resilience and opportunities for career development. In 2015/16 staff received refresher training on manual handling, first aid, 180 degree digger and large sweeper operation.
33. Continue to review the service as part of the on-going Vanguard assessment of Council services.
34. Continue to focus on providing a flexible and efficient service that is able to achieve a high level of customer service standards. To support and promote the team to work proactively to help keep the Borough as clean and tidy as possible.

### **Background Papers:**

None

### **Reference Papers:**

None

### **Enquiries:**

For further information on this report please contact Mick Gore. (Ext 4459)